



*Family Services Windsor-Essex is a non-profit charitable agency. Our professional staff support people to feel better by providing them with strategies and support to resolve conflicts, address personal problems, and to live independently in the community.*

## Client Rights

Each client of Family Services Windsor-Essex has the following rights:

- To be treated honestly, with respect and dignity, and without discrimination, at all times;
- To receive services in a professional manner from qualified personnel;
- To receive information about the Agency's fee schedule at the start of service;
- To have their personal information kept private (except in cases where the law requires its release);
- To a safe and secure service environment;
- To raise issues of concern about the agency, services rendered, or experience,
- To be made aware of all significant policies and procedures related to the service they receive from Family Services Windsor-Essex;
- To give informed consent for all services they receive;
- To know the contents of their case file(s) and to add to the record to correct inaccuracies.
- To have access to services regardless of their ability

## Client Responsibilities

Each client of Family Services Windsor-Essex has the following responsibilities:

- To participate to their fullest potential in the services provided;
- To treat all staff, interns, other clients and property with respect;
- To pay any fees for service as due;
- To attend as scheduled and to provide sufficient notice should they be unable to attend a meeting;
- To hold in confidence any information they learn regarding other individuals while at Family Services Windsor-Essex.